

Appendix B

Phone Information and Addresses

Topic	See Page
Phone Numbers	B-1
DMA Addresses	B-2
EDS Addresses	B-3
BCBS Phone Numbers	B-4
Medical Review of North Carolina	B-4
First Health of Tennessee	B-5
Division of Facility Services	B-5
Approved EDI Vendors	B-5
North Carolina Automated Voice Response System	B-5
Automated Attendant Telephone Instructions	B-6

Phone Numbers

Topic/Reason For Call	Call	Telephone Number
Accident Related Issues	DMA Third Party Recovery	1-919-733-6294
Advance Directives	DMA Medical Policy Section	1-919-857-4020
Automatic Deposits	EDS Finance Unit	1-800-688-6696 or 1-919-851-8888
Baby Love	DMA Baby Love Coordinator	1-919-857-4020
Billing Issues	EDS Provider Services	1-800-688-6696 or 1-919-851-8888
CAP Retroactive Requests	DMA Community Care	1-919-857-4021
Carolina ACCESS (other than denials)	DMA Managed Care Section	1-888-245-0179 or 1-919-857-4022
ACCESS II information	ACCESS II	1-919-715-7625
Carolina ACCESS denials	EDS Provider Services	1-800-688-6696 or 1-919-851-8888
Checkwrite information	AVR System	1-800-723-4337
Claims status	AVR System	1-800-723-4337
Coverage Issues	EDS Provider Services	1-800-688-6696 or 1-919-851-8888
Denials (other than eligibility denials)	EDS Provider Services	1-800-688-6696 or 1-919-851-8888
Drug Utilization Review	DMA Program Integrity	1-919-733-3590
Electronic Data Interchange (EDI)	EDS	1-800-688-6696 or 1-919-851-8888
Eligibility information, current day	AVR System	1-800-723-4337
Eligibility information, over age 12 months	DMA Claims Unit	1-919-857-4018
Electronic Claims Submission	EDS Electronic Commerce Services (ECS) Unit	1-800-688-6696 or 1-919-851-8888
Eligibility Denials	DMA Claims Analysis	1-919-857-4018
Fee Schedules	DMA Financial Operations	1-919-857-4015
Forms (information and orders)	EDS Provider Services	1-800-688-6696
Fraud and Program Abuse	DMA Program Integrity	1-919-733-6681
Health Care Connection (Mecklenburg County Managed Care)	DMA Managed Care Section	1-888-245-0179 or 1-919-857-4022
Health Care Connection, local	Health Benefits Advisors	1-704-373-2273
Health Check	DMA Managed Care Section	1-888-245-0179 or 1-919-857-4022
Health Insurance Payment Program (HIPP)	DMA Third Party Recovery	1-919-733-6294

Phone Numbers, Continued

Topic/Reason For Call	Call	Telephone Number
HMO Risk Contracting , including Health Care Connection	DMA Managed Care Section	1-888-245-0179 or 1-919-857-4022
HMO enrollment verification	AVR System	1-800-723-4337
Medical Policy Questions	EDS Provider Services	1-800-688-6696 or 1-919-851-8888
Medicare Crossovers	EDS Provider Enrollment	1-800-688-6696 or 1-919-851-8888
Preadmission Screening and Annual Resident Review (PASARR)	First Health of Tennessee (FH)	1-800-639-6514
Preadmission Review for In-patient Psychiatric Admissions/Continued Stay	First Health of Tennessee (FH)	1-800-770-3084
Prior Approval	EDS Prior Approval Unit	1-800-688-6696 or 1-919-851-8888
Private Insurance (Denials)	DMA Third Party Recovery	1-919-733-6294
Procedure Code Pricing	AVR System	1-800-723-4337
Provider Enrollment – Managed Care	DMA Managed Care	1-919-857-4022
Provider Enrollment – MQB	EDS Provider Enrollment	1-800-688-6696 or 919-851-8888
Provider Enrollment – All Other Providers	DMA Provider Services	1-919-857-4017
Rate Setting and Reimbursement	DMA Financial Operations	1-919-857-4015
Recipient Questions (Number for recipients to call)	DHHS Care Line	1-800-662-7030
Third Party Insurance Code Book	DMA Third Party Recovery Section	1-919-733-6294 Fax: 1-919-715-4725

DMA Addresses

<p><u>Director or Deputy Director</u> Division of Medical Assistance 2517 Mail Service Center Raleigh, NC 27699-2517</p> <p><u>Third Party Recovery or Health Insurance Premium Payment Program (HIPP)</u> Division of Medical Assistance 2508 Mail Service Center Raleigh, NC 27699-2508</p> <p><u>Provider Enrollment</u> Division of Medical Assistance 2506 Mail Service Center Raleigh, NC 27699-2506</p> <p><u>Medical Policy/Utilization Control</u> Division of Medical Assistance 2511 Mail Service Center Raleigh, NC 27699-2511</p> <p><u>Financial Operations</u> Division of Medical Assistance 2509 Mail Service Center Raleigh, NC 27699-2509</p>	<p><u>Audit</u> Division of Medical Assistance 2507 Mail Service Center Raleigh, NC 27699-2507</p> <p><u>Program Integrity</u> Division of Medical Assistance 2515 Mail Service Center Raleigh, NC 27699-2515</p> <p><u>Administration and Regulatory Affairs</u> Division of Medical Assistance 2504 Mail Service Center Raleigh, NC 27699-2504</p> <p><u>Hearing Office</u> Division of Medical Assistance 2505 Mail Service Center Raleigh, NC 27699-2505</p> <p><u>Mail Management</u> Division of Medical Assistance 2513 Mail Service Center Raleigh, NC 27699-2513</p>
---	--

DMA Addresses, Continued

<p><u>Information Services</u> Division of Medical Assistance 2514 Mail Service Center Raleigh, NC 27699-2514</p> <p><u>Carolina ACCESS; Managed Care</u> Division of Medical Assistance 2516 Mail Service Center Raleigh, NC 27699-2516</p> <p><u>Community Care</u> Division of Medical Assistance 2502 Mail Service Center Raleigh, NC 27699-2502</p> <p><u>DHHS Accounts Receivable</u> Division of Medical Assistance 2022 Mail Service Center Raleigh, NC 27699-2022</p>	<p><u>Claims Analysis and Medicare Buy-In</u> Division of Medical Assistance 2519 Mail Service Center Raleigh, NC 27699-2519</p> <p><u>Medicaid Mgt. Info. System (MMIS)</u> Division of Medical Assistance 2510 Mail Service Center Raleigh, NC 27699-2510</p> <p><u>Quality Control</u> Division of Medical Assistance 2518 Mail Service Center Raleigh, NC 27699-2518</p> <p><u>Eligibility Unit</u> Division of Medical Assistance 2512 Mail Service Center Raleigh, NC 27699-2512</p>
<p>If you do not know to which DMA section or unit to use, send your correspondence to the following general address:</p> <p>(Name of DMA unit or individual) Division of Medical Assistance 2501 Mail Service Center Raleigh, NC 27699-2501</p>	

EDS Addresses

Correspondence sent Certified, UPS, or Federal Express should be sent to:		
EDS		
4905 Waters Edge Drive		
Raleigh, NC 27606		
Correspondence sent to EDS should be addressed to the appropriate P.O. Box listed below, Raleigh, NC 27622.		
P.O. Box	30968	HCFA-1500 claims
P.O. Box	31188	Prior Approval requests
P.O. Box	300001	Pharmacy claims
P.O. Box	300009	Correspondence and Adjustments (indicate department on envelope)
P.O. Box	300010	UB-92 claims
P.O. Box	300011	Other claim types, returned checks, and Medicare Crossovers
P.O. Box	300012	Sterilization/Hysterectomy consent form/statements (Do not send claims to this address)

Blue Cross and Blue Shield of North Carolina

County			BCBS Regional Office	Phone Number
Anson	Mecklenburg	Rowan	Charlotte	704-561-2740
Cabarrus	Montgomery	Stanly		
Gaston	Richmond	Union		
Lincoln				
Alamance	Forsyth	Stokes	Greensboro	336-316-5374
Caswell	Guilford	Surry		
Davidson	Randolph	Yadkin		
Davie	Rockingham			
Beaufort	Greene	Pamlico	Greenville	252-758-4745
Bertie	Halifax	Pasquotank		
Camden	Hertford	Perquimans		
Chowan	Hyde	Pitt		
Craven	Jones	Tyrrell		
Currituck	Lenoir	Washington		
Dare	Martin	Wayne		
Edgecombe	Nash	Wilson		
Gates	Northampton			
Alexander	Clay	McDowell	Hickory	1-877-889-0002
Alleghany	Cleveland	Mitchell		
Ashe	Graham	Polk		
Avery	Haywood	Rutherford		
Buncombe	Henderson	Swain		
Burke	Iredell	Transylvania		
Caldwell	Jackson	Watauga		
Catawba	Macon	Wilkes		
Cherokee	Madison	Yancey		
Chatham	Harnett	Person	Raleigh	919-461-5246
Durham	Johnston	Vance		
Franklin	Lee	Wake		
Granville	Orange	Warren		
Bladen	Duplin	Pender	Wilmington	1-877-889-0001
Brunswick	Hoke Moore	Robeson		
Carteret	New Hanover	Sampson		
Columbus	Onslow	Scotland		
Cumberland				
Border Areas Out-of-State (Virginia, Tennessee, Georgia, South Carolina)			Charlotte Blackwelder Enrollment Office, Durham	919-765-2471

Medical Review of North Carolina

Medicaid Reconsiderations
 Medical Review of North Carolina
 P.O. Box 37309
 Raleigh, NC 27627
 919-851-2955

First Health of Tennessee

First Health of Tennessee
501 Great Circle Road, Suite 300
Nashville, TN 37228-1316
800-770-3084

Division of Facility Services

Division of Facility Services
Certification Unit
2701 Mail Service Center
Raleigh, NC 27699-2701
919-733-7461

Approved EDI Vendors

Envoy Corporation
Two Lakeview Place
15 Century Boulevard, Suite 600
Nashville, TN 37214
Contact: Marketing Department
1-800-366-5716

NDC Healthcare EDI Services
2 National Data Plaza
Atlanta, GA 30326
Contact: Fred Harri
404-728-2484

MediFax, The Potomac Group
1283 Murphreesboro Road
Building II
Nashville, TN 37217
Contact: Monica Cutrell
1-800-444-4336 x 124

Healthcare Data Exchange Corp.
101 Lindenwood Drive
Malvern, PA 19355
Contact: Steve Aylward
610-219-1784

North Carolina Automated Voice Response System

24 Hours per day, 7 Days a week (*see note below) 1-800-723-4337

The Automated Voice Response System (AVR) allows enrolled providers to readily access detailed information pertaining to the North Carolina Medicaid Program. Using a touch-tone telephone, providers can inquire about the following:

- * Current Claim Status
- * Checkwrite Information
- * Drug Coverage Information
- * Prior Approval Information
- * Recipient Eligibility and Coordination of Benefits and Managed Care Status
- * Procedure Code Pricing and Modifier Information
- * Sterilization Consent or Hysterectomy Statement

Note: Refer to the June 1999 Special Medicaid Bulletin for detailed instructions on the Automated Voice Response System. The AVR system is available 24 hours with the exception of 1:00 a.m. to 5:00 a.m. on the 1st, 2nd, 4th, and 5th Sunday, and 1:00 a.m. to 7:00 a.m. on the 3rd Sunday.

Automated Attendant Telephone Instructions

To access the Provider Relations Unit, Prior Approval Unit, or Electronic Commerce Services (ECS) Unit, call **1-800-688-6696** or **1-919-851-8888**.

Calls made from a touch-tone telephone will be routed to these units by automated attendant. You may also access other units through the operator. Instructions for using our automated attendant are below:

For Electronic Commerce Services “Press 1”	For Prior Approval “Press 2”	For Provider Services Press 3”
<p>If you select ECS from the main menu, you will be prompted to:</p> <p>“Press 1 to reach an ECS Analyst”</p>	<p>If you select Prior Approval from the main menu, you will be prompted to:</p> <p>“Press 2 for Optical or Hearing Aid”</p> <p>“Press 3 for Long-Term Care, Surgery, or Out-of-State” (This also includes Psychiatric and Ambulance prior approval)</p> <p>“Press 4 for Dental”</p> <p>“Press 5 for DME”</p> <p>“Press 9 for Enhanced Care, Therapeutic Leave or Hospice”</p>	<p>If you select Provider Services from the main menu, you will be prompted to:</p> <p>“Press 6 if you are calling from a Physician’s Office or a county Health Department” (This includes Health Check, Eye Care, Chiropractor, Ambulatory Surgery, Nurse Midwife, Nurse Practitioner, Radiologist, Podiatrist, Health Related Services in Public Schools Providers, CRNA, and Anesthesiology)</p> <p>“Press 7 if you are calling from a Hospital or a Long-term Care Facility” (This includes Mental Health, Hearing Aid and Dialysis Providers)</p> <p>“Press 8 if you are a Pharmacy, Dental, Health Care, Personal Care, DME, or Domiciliary Care Facility” (This includes Ambulance, CAP, Hospice, Home Infusion Therapy, Private Duty Nursing, Rural Health, FQHC, Adult Care Homes, At-Risk Case Management, and HIV Case Management providers)</p>
<p align="center">“For operator-assisted calls - stay on the line”</p> <p>Once you select the appropriate unit, you will be connected to an individual to handle your call or placed in a queue for the first available agent. All calls placed in a queue are handled in the order in which they are received.</p>		